

RE: Unable to Print from non-Default Administrative XP HE Users

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-09/msg09741.html>

- *From:* BobS <BobS@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 28 Sep 2006 09:21:02 -0700
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Criscar,

Even though this is pretty much what I'd done previously, I tried what you suggested without success.

HP web site says that there are no unique drivers/software and users should use the Windows XP SW and drivers.

I deleted the HP printer from the control panel, then clicked on the add new printer and let Windows automatically detect the printer as suggested on the HP web site. This went fine and I was able to print the test page at the conclusion of the installation, BUT I still was not able to print anything from Word, MS Outlook Express, etc. NOTE: Although I failed to mention this, the test page print worked fine previously when logged in as any user.

The interesting twist here is that after doing this process, I can no longer print from my account (the default user). I will now do another system recovery to get back to where I was earlier in the day.

Does anyone know what would be different in the SW execution for printing between these different users. It does not appear to me that it is the printer driver causing the problem.

Bob

"criscar" wrote:

Try uninstalling the drivers via Add/Remove programs. Then goto HP's website download the latest drivers, and install them. If there is no HP printer listed in add/remove, then just remove the printer from the printer folder, and install with new downloaded drivers.

"BobS" wrote:

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I'd appreciate help and ideas! Have been using a 3+ year old Pentium III Dell Desktop (running Windows XP Home Edition with all latest patches) with two printers, and HP Deskjet 870Cxi (for text) and a Epson RX600 All-in-one (for photos). The Epson uses USB connection and the HP uses parallel LPT. This has been working fine for the last year or more.

Recently we noticed a problem when trying to print from any of the 4 non-default (all have administrative rights) users to the HP. Whenever they try to print anything from WORD, Outlook/Email, WordPad, Notepad, or the DOS print command, the printer goes through its normal paces and "sounds" like it is printing all of the lines just fine. Unfortunately, the page(s) that get ejected are completely blank, just as if the printer had printed everything on the page in white ink on the white background instead of using black ink.

What is really strange here is that non-text files from Powerpoint seem to print fine. In addition, the default user account (mine, which also is an administrator) prints everything perfectly from all these applications. As another data point in this mystery, the Epson USB printer seems to work fine from all user accounts.

What I have tried to do to fix the problem (unsuccessfully):

1. While logged in under my account, I deleted the HP printer from the control panel and the LPT port from the device manager. I then restarted the PC and let Windows discover the hardware port and printer and then automatically reinstall the HP Deskjet 870C drivers. After this action, my default user account also exhibited the same inability to print problem.

2. I then used the system checkpoint capability to restore the backup from August 3 (as far back as it would go). After restarting the PC, the default user account once again could print, but none of the other accounts changed their behavior so were still not able to print to the HP.

3. I then performed Windows Updates to bring the restored copy back to the latest available patches. I also updated Macafee Antivirus since this too had been corrupted by the previous system restore. I then ran Lavasoft Adaware on all user accounts and Registry Mechanic to assure everything was perfectly clean.

This brought the system back to pretty much the same point as when I started.

4. I then tried to uninstall the printer from the control panel, but this time did it from my wife's (non-default user) account. After restarting the system and re-discovering the printer, the default user account still could print fine, but the other user accounts showed no change in behavior.

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I have scheduled a check disk utility to look for corrupt files on the next system start up, but otherwise, I am stumped on what is different between the user accounts that could result in the printing problem I am seeing. Ideas are very much appreciated so thanks much in advance for your thoughts.

Bob